MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIAUNIVERSITY

FINAL EXAMINATION

TRIMESTER 3, 2015/2016

MOL7323 – ORGANISATIONAL LEARNING

(Faculty of Creative Multimedia / Groups)

24 MAY 2016
5.00 p.m. – 7.00 p.m.
(2 Hours)

INSTRUCTIONS TO STUDENT

1. This Question paper consists of 4 pages including cover page with 6 Questions only.

2. Answer **FOUR** out of **SIX** questions. All questions carry equal marks and the distribution of the marks for each question is given.

3. Please print all your answers in the answer Booklet provided.

Instruction : Answer FOUR (4) questions only. **(40 marks)**

Question 1

Organisational Learning is the study of how an organization, from the individual and group level acquire knowledge and interact within themselves. In the process, one has to learn new knowledge, gain experience and possibly share these with the other members of the organization.

a. Define Orgnisational Learning.

(4 marks)

b. Briefly discuss the meanings of knowledge, learning, and experience.

(6 marks)

Question 2

Learning theories form the basis of various models of Organisational Learning.

a. Briefly explain the meaning of Deuterolearning.

(2 marks)

a. Discuss Single loop and Double loop learning.

(4 marks)

b. Relate Social Cognitive Theory to Organisational Learning.

(4 marks)

Continued .....

Question 3

According to Peter Senge in his book *The Fifth Discipline*, there are five disciplines of organizational learning.

a. List down all the five disciplines.

(5 marks)

b. Provide a brief explanation with an example for each discipline.

(5 marks)

Question 4

a. Knowledge transfer is one of the key factors in knowledge economy. Discuss Diffusion of Innovations theory to reflect the importance of knowledge transfer in Organisational Learning.

(6 marks)

b. Provide two examples of the application of Diffusion of Innovations from any industry

(4 marks)

Continued .....

Question 5

Training and continuous education are essential components of Organisational Learning. A learning organisation shall improve their operational dynamics by continuously train and educate its member.

a. Explain five benefits an organisation can accomplish by adopting Organisational Learning disciplines.

(5 marks)

b. By providing a suitable diagram, discuss experiential learning cycle and basic learning styles as described by Kolb in 1984

(5 marks)

Question 6

In the study of the role of Information Technology on Organisational Learning at Accenture and ABB in 2008, Organisational Learning is defined as a social affair of individual's knowledge, experiences, routines, relationships and organizational rules in order to increase organizational capacity in taking effective actions to change the range of organizational behavior.

Based on the above statement, you are required to discuss the impact of technology in Organizational Learning in your own field of interest.

(10 marks)

End of Paper.